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	(use as many sh	eets as	necessary)	Examiner Name	P. L. Winder			
Sheet	1	of	1	Attorney Docket Number	DO-047524/P152CP1/10613139			

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¹ Applicant's unique citation designation number (optional). ² See attached Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the application number of the patent document. ⁶ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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(Use Several Sheets If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2153 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Subclass Issue Date Applicant / Patentee Class Filing Date /PW/ AA 5,325,423 06/28/94 Lewis 379 90 11/13/92 /PW/ ΑB 5,488,411 01/30/96 Lewis 348 8 03/14/94 /PW/ AC 5,612,730 03/18/97 Lewis 348 8 03/03/95 /PW/ AD 5,835,126 11/10/98 Lewis 348 8 03/15/96 ΑE АF AG AH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK ΑL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU ΑV ΑW ΑX ΑY ΑZ /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

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FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018 INFORMATION DISCLOSURE STATEMENT BY APPLICANT Applicants: Kevin McPartlan et al. Group Art Unit: 2133 2145 (37 CFR § 1.98(b)) Filing Date: July 31, 2003 **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 6,771,765 BI 08/03/2004 AA Crowther et al. 379 265.09 12/29/1999 /PW/ ΑB 6,823,382 B2 11/23/2004 224 08/20/2001 Stone 709 /PW/ AC 6,850,613 B2 02/01/2005 McPartlan et al. 379 265.02 06/17/2003 /PW/ ΑD 6,937,715 B2 08/30/2005 379 265.09 09/26/2002 Delaney /PW/ ΑE US 2004/0141508 A1 07/22/2004 Schoenenberger et al. 370 401 07/31/2003 /PW/ ΑF US 2004/0221053 A1 11/04/2004 Codella et al. 709 231 04/30/2003 AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Publication Date Document Number Country / Patent Office Class Subclass Yes No ΑK AL AM AN AO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU ΑV ΑW AXΑY ΑZ 06/23/2007 /Patrice Winder/ Examiner: Date Considered: **EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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Sheet 1 of 1 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 ON DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) Applicants: Kevin McPartlan et al. Group Art Unit: 2135 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 6,366,577 B1 04/02/02 Donovan 370 352 06/02/00 AA ΑB AC AD ΑE ΑF AG ΑH Αl ΑJ ΑK ΑL AM AN ΑO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU ΑV ΑW ΑX ΑY

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FORM PTO-1445 JUN 2 9 2004 Patent and Trademark (Modified)

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018 Applicants: Kevin McPartlan et al. (37 CFR § 1.98(b)) Filing Date: July 31, 2003 Group Art Unit: 2153 2145 **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Filing Date Issue Date Applicant / Patentee Class Subclass /PW/ 5,282,243 01/25/94 379 201 11/06/92 AA Dabbaghi et al. /PW/ ΑB 6,188,673 B1 02/13/01 Bauer et al. 370 252 09/02/97 /PW/ AC 6,639,982 B1 10/28/03 Stuart et al. 379 266.03 08/10/00 AD ΑE ΑF AG ΑH ΙA ΑJ ΑK AL AM AN ΑO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Subclass Yes No ΑP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU ۸V ΑW ΑX ΑY ΑZ BA BB BC /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

Sheet I of I Attomey Docket No.: NUASI-00106 FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 JUN 1 7 2004 TION DISCLOSURE STATEMENT BY APPLICANT (Use Several Scients If Necessary) Applicants: Kevin McPartlan et al.. (37 CFR § 1.98(b)) Group Art Unit: 2153 2145 Filing Date: July 31, 2003 **U.S. PATENT DOCUMENTS** Serial / Patent Number Examiner Issue Date Applicant / Patentee Class Subclass Filing Date Initials /PW/ 395 157 12/20/91 5,390,295 02/14/95 Bates et al. AA /PW/ 02/13/96 Beaudet et al. 395 159 05/02/94 ΑB 5,491,795 /PW/ 348 11/21/97 AC 6,046,741 04/04/00 Hochmuth 345 /PW/ 05/01/01 345 356 12/02/97 AD 6,225,998 B1 Okita et al. /PW/ 6,266,058 B1 07/24/01 345 339 09/08/98 ΑE Meyer · /PW/ ΑF 6,590,596 B1 07/08/03 Rector 345 810 05/21/99 AG ΑH Αl ΑJ ΑK AL AM AN ΑO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑP ΑQ ΑR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU ΑV AW ΑX ΑY

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FORM PTO-1449 (Modified) MAY 1 2 2004 U.S. Department of Co. Patent and Trademark (TION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 Applicants: Kevin McPartlan et al. Filing Date: 07/31/03 Group Art Unit: 2153 2145 (37 CFR § 1.98(b) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 5,613,068 03/18/97 395 200.13 06/17/94 AA Gregg et al. /PW/ 03/09/98 ΑB 6,201,804 BI 03/13/01 **Kikinis** 370 352 /PW/ 709 229 08/26/98 AC 6,212,565 BI 04/03/01 Gupta /PW/ ΑD 04/23/02 370 352 11/19/97 6,377,568 BI Kelly /PW/ ΑE 6,434,143 B1 08/13/02 Donovan 370 356 11/08/99 ΑF AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK ΑL AM ΑN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AP AQ AR AS AT ΑU A۷ AW ΑX ΑY ΑZ 06/23/2007 /Patrice Winder/ Examiner: Date Considered: **EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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§ 1.98(3) U.S. Department of Commerce Patent and Trademark Office FORM PTO 1449 (Modified) Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 Applicants: Kevin McPartlan et al. Group Art Unit: 2153 2145 Filing Date: 07/31/03 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Serial / Patent Number Examiner Initials Filing Date Applicant / Patentee Issue Date Class Subclass /PW/ AA 5,459,780 10/17/95 Sand 379 265 01/31/94 /PW/ 09/29/99 ΑB 6,611,590 BI 08/26/03 Lu et al. 379 265.09 /PW/ 265.02 03/31/00 AC 6,577,726 B1 06/10/03 Huang et al. 379 /PW/ ΑD 204 08/29/97 6,678,718 B1 01/13/04 Khouri et al. 709 /PW/ 12/12/00 ΑE US2002/0071541 A1 06/13/02 Cheung et al. 379 215.01 ΑF AG AΗ ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Publication Date Country / Patent Office Document Number Class Subclass Yes No ΑK ΑL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP ΑQ AR AS ΑT ΑU ΑV ΑW ΑX ΑY ΑZ /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

Sheet I of I FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 INFORMAT DISCLOSURES TATEMENT BY APPLICANT Use Several Section of the Section 1 Applicants: Kevin McPartlan et al. Group Art Unit: 2153 2145 Filing Date: 07/31/03 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Serial / Patent Number Examiner Initials Subclass Filing Date Issue Date Applicant / Patentee Class /PW/ 705 8 03/31/98 04/17/01 6,219,648 BI AΑ Jones et al. /PW/ 02/13/01 379 265 10/22/97 ΑB 6,188,761 B1 Dickerman et al. /PW/ 10/16/03 705 ı 04/10/02 AC 2003/0195753 A1 Homuth 7PW/ 202 01/30/01 709 ΑD 2003/0018702 A1 01/23/03 Broughton et al. ΑE ΑF ΑG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK AL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) AP ΑQ AR AS ΑU

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FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018 INFORMATION DISCLOSURE SETTEMENT BY APPLICANT Alles Several Shorts of Necessary) Applicants: Kevin McPartlan et al. Filing Date: 07/31/03 Group Art Unit: 2453 2145 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Serial / Patent Number Examiner Initials Issue Date Applicant / Patentee Class Subclass Filing Date /PW/ 6,574,218 B1 06/03/03 Cooklev 370 352 05/25/99 AΑ /PW/ ΑB 6,678,265 B1 01/13/04 Kung et al. 370 352 12/30/99 /PW/ 2003/0133558 A1 AC 07/17/03 379 215.01 12/30/99 Kung et al. AD ΑE ΑF AG ΑH ΑI AJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No ΑK AL AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP AQ AR AS ΑT ΑU ΑV ΑW ΑX AY ΑZ /Patrice Winder/ 06/23/2007 Examiner: Date Considered: **EXAMINER:** Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Attorney Docket No.: NUASI-00106 Serial No.: 10/633,018 RÉ STATEMENT BY APPLICANT Sheets If Necessary) Applicant: Kevin McPartlan et al. INFORMAT) Group Art Unit: 2133 2145 Filing Date: 07/31/03 (37 CFR § 1.98(b)) **U.S. PATENT DOCUMENTS** Serial / Patent Number Examiner Initials Applicant / Patentee Class Subclass Filing Date Issue Date /PW/ 219 03/04/96 379 12/08/98 AA 5,848,143 Andrews et al. /PW/ 05/11/99 379 309 09/24/97 ΑB 5,903,642 Schwartz et al. /PW/ 04/11/00 Schwartz et al. 379 309 02/02/99 AC 6,049,603 /PW/ 220 05/06/97 07/25/00 379 ΑD 6,094,479 Lindeberg et al. /PW/ 12/02/97 379 265 09/19/00 Petrunka et al. ΑE 6,122,364 /PW/ 370 271 08/09/99 04/01/03 Bala et al. ΑF 6,542,475 B1 AG AΗ Αl ΑJ ΑK ΑL AM AN AO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number Subclass **Publication Date** Country / Patent Office Class Yes No AΡ AQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑU ΑV AW ΑX ΑY ΑZ BA BB BC 06/23/2007 /Patrice Winder/ Date Considered: Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

FORM PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several heets if Necessary) Applicant: Kevin McPartlan et al. Group Art Unit: 2145 Filing Date: July 31, 2003 (37 CFR § 1.98(b)) U.S. PATENT DOCUMENTS Examiner Initials Serial / Patent Number Issue Date Class Subclass Filing Date Applicant / Patentee /PW/ 6,046,762 04/04/00 348 16 03/01/97 AA Sonesh et al. AB AC ΑD ΑE ΑF AG ΑH Αĭ ΑJ ΑK AL ΑM ΑN AO FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No AP ΑQ AR AS ΑT OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) /PW/ ΑU "Declaration of Kevin McPartlan", 2 pages /PW/ A۷ Dr. D. E. Brown, "The Interaction Center Platform", Interactive Intelligence, April 6, 2001, pp. 1 of 31 M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14, August 2, 2001, pp. 1 of 9 /PW/ ΑW CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm, August 2, 2001, pp. 1 of 3 /PW/ ΑX /PW/ ΑY "Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect ΑZ BA ВВ BC /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**

FORM PTO-1449 (Modified) Serial No.: 10/633,018 Attorney Docket No.: NUASI-00106 DISCLOSURS STATEMEN 1950 PLICANT (Unit of the control of the contr INFORMA Applicant: Kevin McPartlan et al. (37 CFR § 1.98(b)) Filing Date: July 31, 2003 Group Art Unit: 2145 **U.S. PATENT DOCUMENTS** Examiner Initials Serial / Patent Number Issue Date Class Subclass Applicant / Patentee Filing Date AA AB AC AD AE AF AG ΑH ΑI ΑJ FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS Translation Document Number **Publication Date** Country / Patent Office Class Subclass Yes No /PW/ ΑK EP 1 016 998 A2 05/07/00 EP G06F 17/60 X /PW/ ΑL WO 99/65214 12/16/99 **PCT** H04M 3/46 Х AM AN ΑO OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication) ΑP ΑQ AR AS ΑT ΑU A۷ ΑW AX ΑY ΑZ BA BC BD BE BF /Patrice Winder/ 06/23/2007 Examiner: Date Considered: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. **EXAMINER:**